

PUBLIC WORKS/UTILITIES BUSINESS MANAGER

NATURE OF WORK

This is professional administrative and supervisory work with responsibility for the overall management of business office functions for the Public Works and Utilities Department.

Work involves responsibility for ensuring that the Public Works and Utilities Department has adequate funds through budgeting and customer billings for operations of the Department and ensuring the efficient and orderly performance of various phases of customer accounting procedures. The primary functions supervised are billing and collection of utility customer accounts; billing and collection of Public Works and Utilities projects and related accounts; and maintenance of fiscal records in the areas of cost accounting, payroll, and other related accounting functions. Work also includes the development and installation of new and improved clerical, tabulating, and accounting procedures, and the training of personnel in work processes. Work is performed with considerable independence as to operating details under the general supervision of the Director of Public Works and Utilities Department. Supervision is exercised over a moderately large staff in the performance of a variety of inter-related functions in the Public Works and Utilities business office and management section of the Public Works and Utilities Department.

EXAMPLES OF WORK PERFORMED

Supervises employees involved in various stages of billing and collection activities such as processing bills and collections with appropriate equipment and the counter collection of utility revenues.

Supervises clerical employees of management section of Public Works/Utilities which includes contract preparation responsibilities for both departments.

Supervises the collection of delinquent accounts, recommends appropriate action in the event of difficult or problem cases.

Prepares the annual budget for the Public Works and Utilities business office and management section and supervises its execution; monitors expenditures of Public Works and Utilities Department.

Preparation of general and expense ledger journals prior to monthly trial balances; compiles information which shall be incorporated into varied monthly financial statements and reports.

Develops and implements the rate structure for water and sanitary sewer customers.

Prepares cash flow projections and develops long- and short-range plans for the business office.

Recommends the issuance of utility bonds and prepares needed documents and information concerning utility bonds.

Compiles varied Public Works and Utilities data; prepares correspondence relative to utility business; submits a variety of operational reports.

Participates in the overall direction and coordination of departmental functions, goals, and policies.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of the policies and procedures of customer relations specifically with respect to billing, collecting, and processing customer service requests.

Considerable knowledge of the principles, practices, and methods of accounting.

Considerable knowledge of manual and data processing record maintenance procedures applicable to billing and collection activities.

Knowledge of modern office management practices and equipment.

Ability to plan, layout, supervise, and review the work of subordinate accounting and clerical employees.

Ability to establish and maintain effective working relationships with supervisors, subordinate personnel, and utility customers.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major course work in business administration, accounting, or a related field; and considerable experience in the supervision of a Public Works or Public Utilities business office.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major course work in business administration, accounting, or a related field; and experience in the supervision of billing and collection activities or any equivalent combination of training and experience which provides the desirable knowledges, abilities, and skills.

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